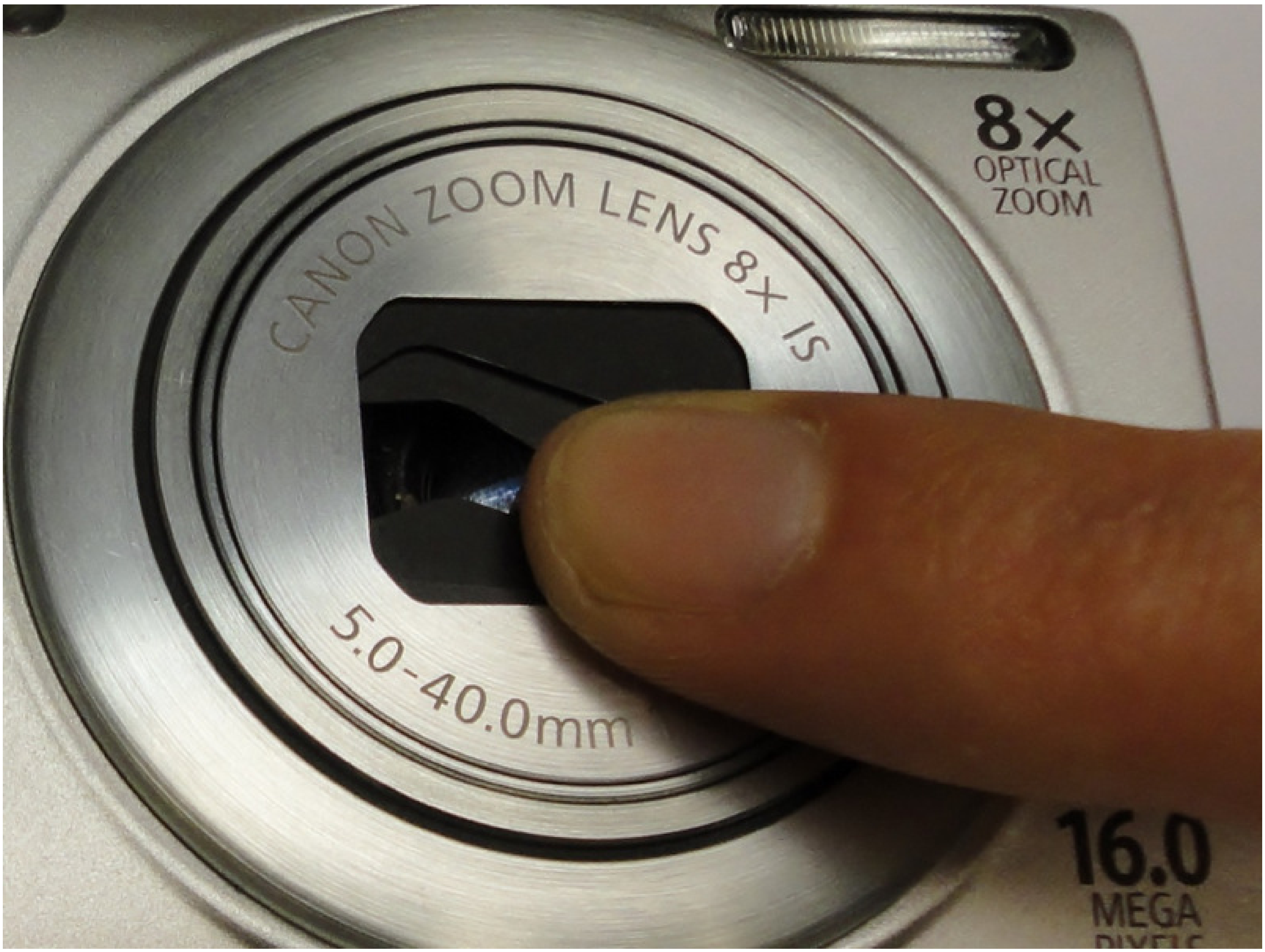
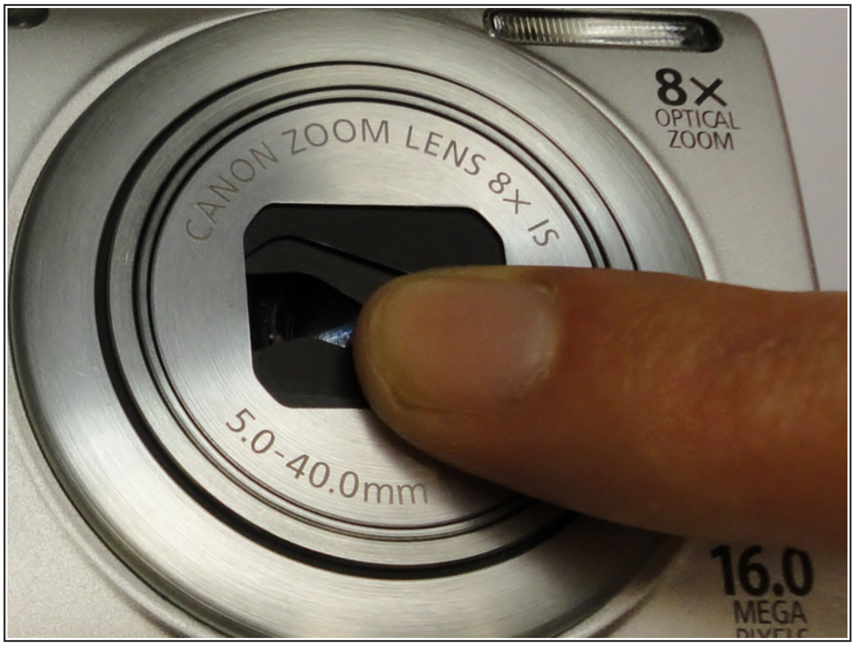
Canon PowerShot A4000 IS Camera Lens Error Troubleshooting

The most common failure for the PowerShot series of cameras is a lens failure. This guide will provide step-by-step trouble shooting and repair options.

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Step 1 — If there is a Visible Gap in the Lens



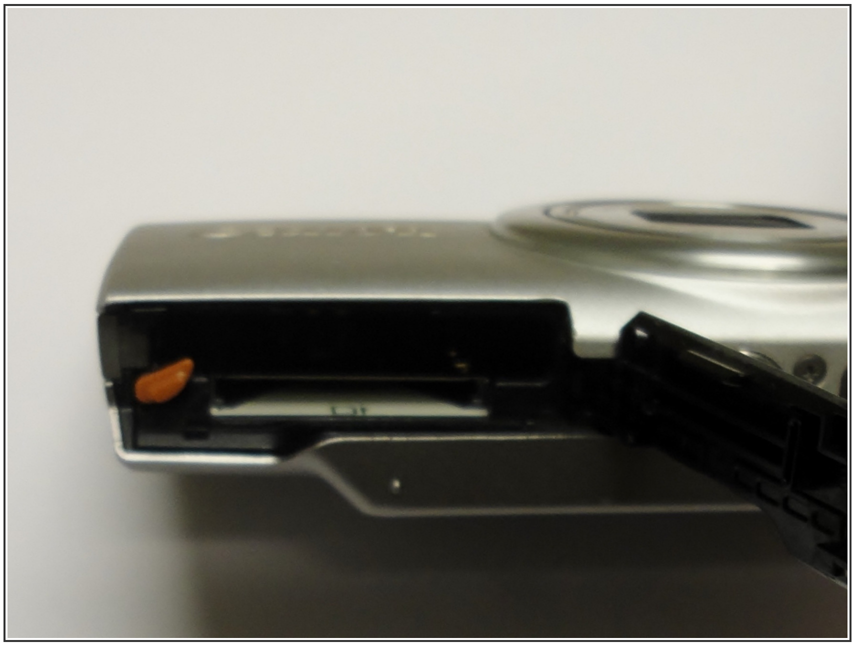
- The first step for a lens error is to gently clean the leans with a clean cloth. If this does not work, then you proceed with the following steps.
- Apply gentle pressure to the lens cover and move lens in a circular motion until you hear a "click".

Step 2 — If the Menu is Still Accessible



- Hold down the menu button for at least 10 seconds and select the "Factory Reset" option to reset your lens.

Step 3 — If the Menu is Not Accessible



- Remove the battery from your camera and replace it once it is fully charged or buy a new battery if your current one is over a year old. See Battery Removal for more details.
- Once the battery is out, remove the memory card from camera as well. See Memory Card Replacement for more details.
- Turning the camera on without a memory card will reset the camera. If the camera has been reset and displays a memory card error message, then the memory card can be reinserted and the camera turned on once again.

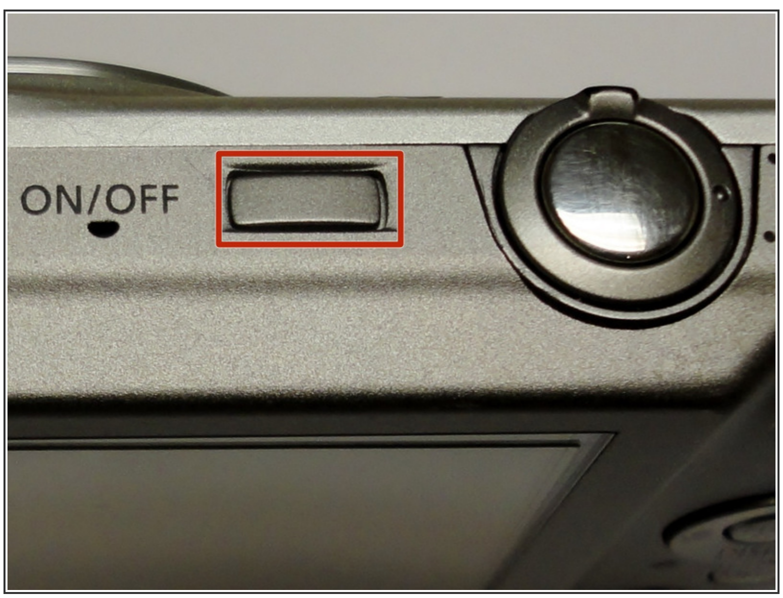
Step 4 — Changing the Battery Does Not Work





- Insert the A/V cable then plug the cable into a power supply or computer. Please see Connecting Camera to Computer for further instructions.
- Turn the camera on by pushing the ON/OFF button.

Step 5 — New Batteries Do Not Work





- While turning the camera on by pushing the ON/OFF button, press and hold the MENU or FUNC. SET button.